User Manual Internet Banking

Sundries

This Sundries manual of ABN AMRO Internet Banking describes how to find and export transactions, how to maintain the address book, how to solve error messages after log on and error messages concerning the e-dentifier and how to notify your bank of your new address.

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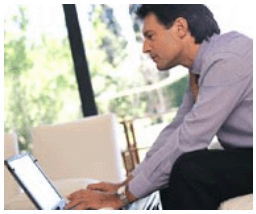
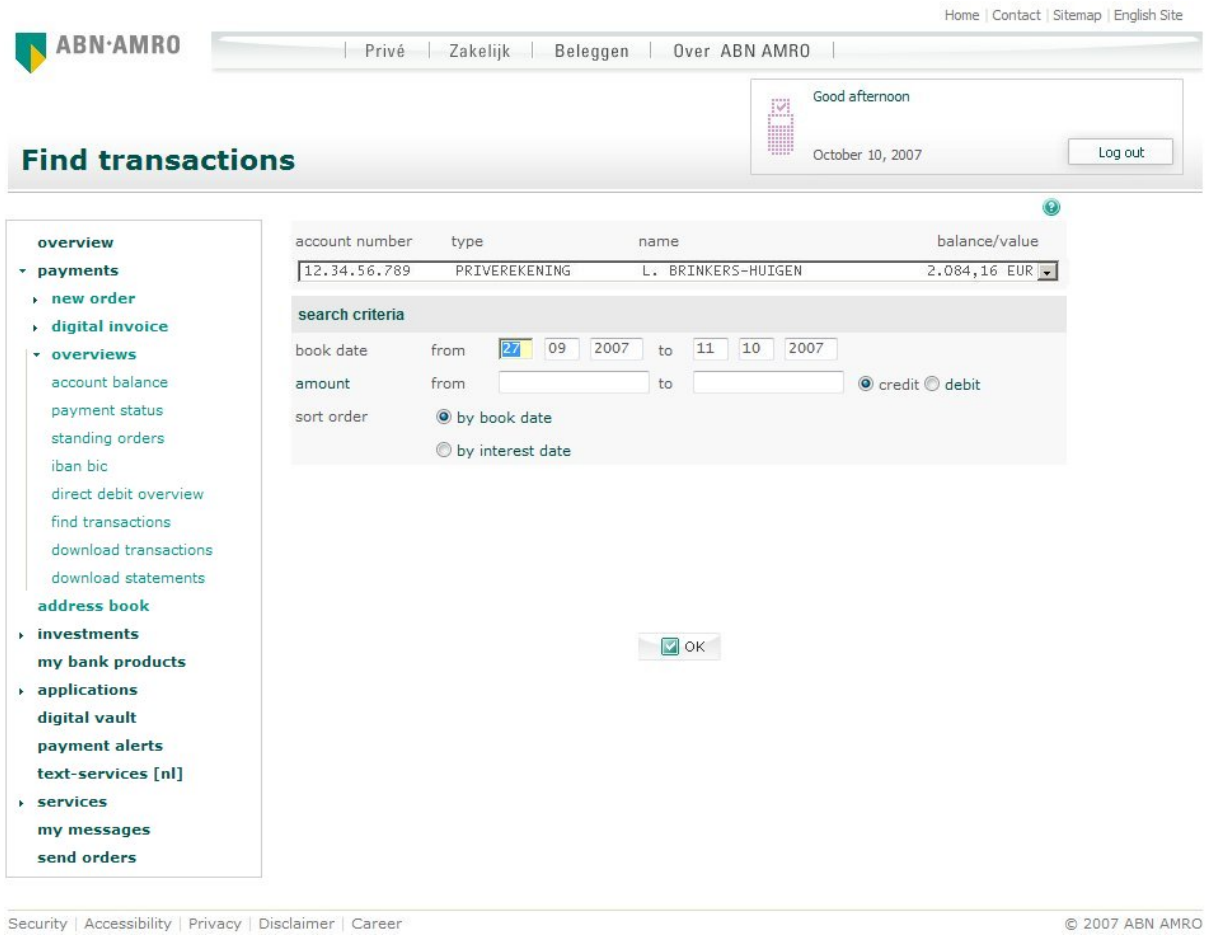


Find a transaction

- Choose **payments ➔ overviews ➔ find transactions** from the menu at the left of the screen.
  The **Find transactions** screen will appear:



search criteria

- **book date from / to**
  specify the search period. The **book date from** can be up to a maximum of 18 months prior to the current date. The **book date to** is set by default to the current date and cannot be changed to a future date.
- **amount from / to**
  specify an amount range. The amount till should be greater than or equal to the amount from.
- **credit or debit**
  specify whether you want to find credit or debit transactions. This is set by default to credit transactions.
- **sort order**
  specify how you want the transactions found to be sorted: click by **book date** or **interest date**.
- click **ok** to start the search

The **search results** screen will appear. This screen displays the transactions that meet the criteria you have specified in the find transactions screen. This screen consists of the following two sections:

search criteria

The criteria specified in the **find transactions** screen.

account balance

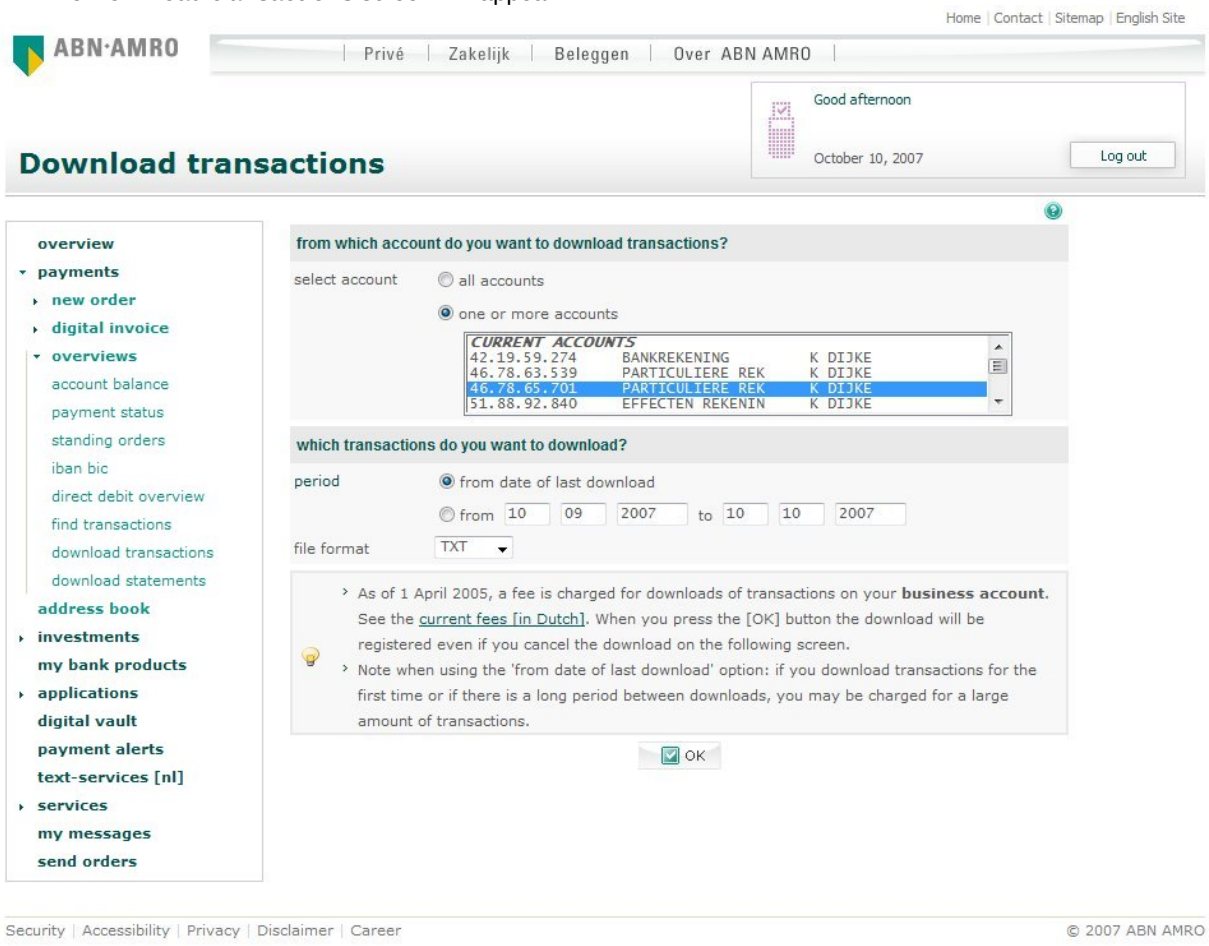
The overview of transactions sorted by book date. The column **remarks** shows the available details of each transaction. On the same line you will see the **amount credit** or **amount debit** of the transaction.
Use the right-hand scrollbar to display any transactions that are not visible and click **next** at the bottom of the screen to open a following screen with transactions if applicable.

To **adjust** the criteria for this search action click **search**.
To **print** the list of transactions click the **print icon** at the top right of the screen.

Export transaction data to another program

You first have to download a file containing the transactions. You subsequently save the file and import it into the desired program, which could be an accounting package, spreadsheet program or word processor.

- Choose **payments ➔ overviews ➔ download transactions** from the menu at the left of the screen.
  The **Download transactions** screen will appear.


Home | Contact | Sitemap | English Site
ABN·AMRO
Privé | Zakelijk | Beleggen | Over ABN AMRO
Good afternoon
October 10, 2007
Log out
Download transactions
overview
payments
new order
digital invoice
overviews
account balance
payment status
standing orders
iban bic
direct debit overview
find transactions
download transactions
download statements
address book
investments
my bank products
applications
digital vault
payment alerts
text-services [nl]
services
my messages
send orders
from which account do you want to download transactions?
select account
all accounts
one or more accounts
CURRENT ACCOUNTS
42.19.59.274 BANKREKENING K DIJKE
46.78.63.539 PARTICULIERE REK K DIJKE
46.78.65.701 PARTICULIERE REK K DIJKE
51.88.92.840 EFFECTEN REKENIN K DIJKE
which transactions do you want to download?
period
from date of last download
from 10 09 2007 to 10 10 2007
file format
TXT
As of 1 April 2005, a fee is charged for downloads of transactions on your business account. See the current fees [in Dutch]. When you press the [OK] button the download will be registered even if you cancel the download on the following screen.
Note when using the 'from date of last download' option: if you download transactions for the first time or if there is a long period between downloads, you may be charged for a large amount of transactions.
OK
Security | Accessibility | Privacy | Disclaimer | Career
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from which account do you want to download transactions?

- **select account**
  to download transactions from all your accounts click **all accounts**. To make a selection to download from, click **one or more accounts**. In this case hold down the <Ctrl> key while clicking the accounts.

which transactions do you want to download?

- **period**
  default set to **from date of last download** which means a download of all available transactions since the last date you made a download. To specify another period enter the **from** and **to** fields. The **from** date can be up to a maximum of 18 months prior to the current date. The **to** date is set by default to the current date. You can change this **to** date. A future **to** date is not allowed.

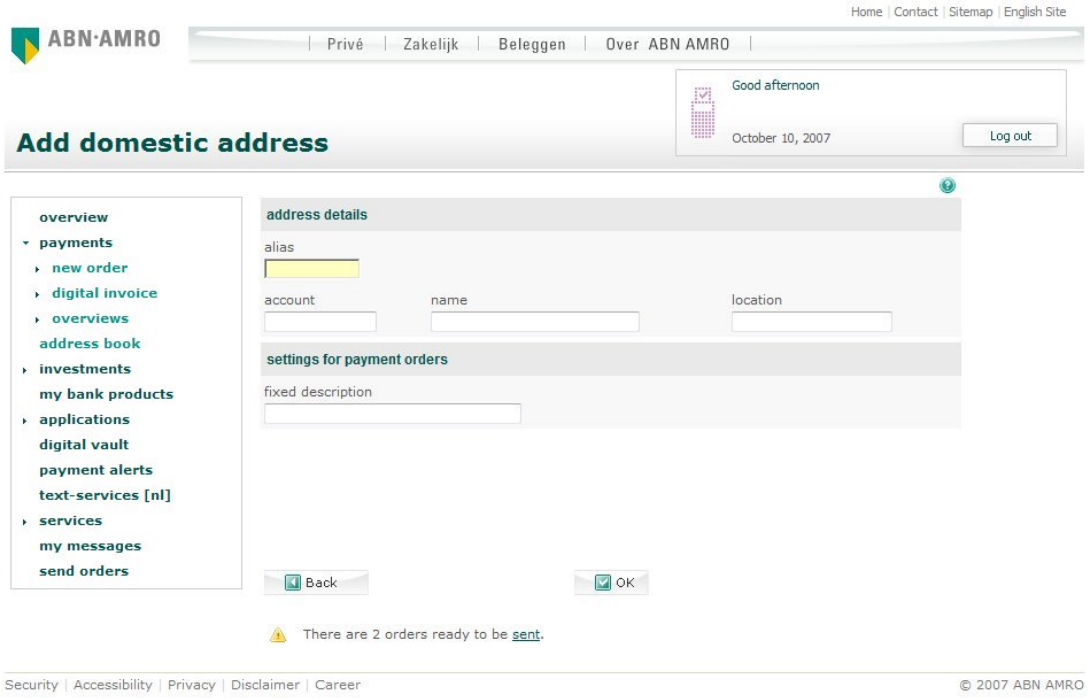
- **file format**
  choose the right file format depending on the target application. Always select **MT940** if you want to export the transaction data to your accounting package. Select **TXT** for any other program such as a spreadsheet program or word processor.

- click **ok** to start downloading the transaction data and save the file on your PC once downloading is completed.

If you want to export the file to an accounting package, save the file in the directory / map from which your accounting package will import the data.

Address book: add beneficiary

- Choose **payments ➔ address book** from the menu at the left of the screen.
  The **address book manager** screen will appear. This screen will be empty until you have entered any domestic or foreign beneficiary.
- Click **add domestic address** at the bottom of the screen.
  The **add domestic address** screen will appear:



address details

- **alias**
  enter a beneficiary's code or short name.
- **account**
  the beneficiary's account number. If the account number relates to a Postbank account, enter a P to precede the number.
- **name**
  the beneficiary's name. The name can consist of up to **24** characters
- **location**
  the beneficiary's town or city. The name can consist of up to **18** characters

settings for payment orders

- **fixed description**
  the fixed description you want to use for payments to this beneficiary. The fixed description can be modified when entering a payment.
- Click **save.**

To **modify** the beneficiary's details open the **address book manager** screen and click the Modify icon next to the beneficiary. You will be prompted with the **modify domestic address** screen in which you modify and save the data as described above.
To enter and modify **foreign** beneficiaries you follow the same procedure.

You can also add a new beneficiary to your address book while entering a payment.

Error messages after log on

This topic describes the most frequently asked questions concerning errors after logging on to Internet Banking.

After logging on the message 'Page cannot be displayed' appears. What should I do?

Internet Explorer users

- Start **Internet Explorer** and choose **Internet options** from the **Tools** menu.
  The dialogue window **Internet options** appears. The **General** tab is active.

- Click **Delete cookies** and confirm with **OK**.

This will also delete any passwords etc. 'remembered' by Internet Explorer .

- Click **Delete files** and confirm with **OK**.
- Click **Settings**.
- Check if the option **Check for newer versions of stored pages** is set to **automatically.** If not change the setting.
- Set **Amount of disk space to use** to 15MB.
- Click **OK**.

- Open the **Security** tab.
- Click **Custom level.**
- Set security to **Medium** and click **Reset**.

- Open the **Advanced** tab
- Click **Restore defaults** and subsequently **Apply** and **OK**.

- Close and restart Internet Explorer.

Netscape users

- Start Netscape.
- Choose **Edit** and subsequently **Preferences**.
- Choose **Advanced**.
- Check if the options **Enable java**, **Enable javascript** and **Enable javascript for mail and news** are activated. If not, activate them.
- Set **Cookies** to **Accept all cookies**.

- Open the **Cache** tab
- Click **Clear memory cache**.
- Click **Clear disk cache**.
- Set the bullet at **Compare the page in cache to the page on the network** to **Once per session**.

- Close and restart Netscape.

After logging on to Internet Banking I return to the first screen. I cannot access Internet Banking, what should I do?

Internet Explorer users

- Start **Internet Explorer** and choose **Internet options** from the **Tools** menu.
- The dialogue window **Internet options** appears. The **General** tab is active.

- Open the **Content** tab.
- If **Content advisor** is set to **Disable**, click the button and choose **Enable**.

- Open the **Security** tab.
- Click **Custom level.**

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- Set security to **Medium** and click **Reset**.

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- Set **Cookies** to **Accept all cookies**.

If I use the [Back] button, I get a blank screen. Why?

The [Back] button does not work as usual when you navigate between the screens showing your account details and transactions. This is because insufficient information is stored in your browser to be able to display the previous page again.

- So instead of the [Back] button, use the Internet Banking Navigation Panel at the left of the screen.

When I try to download my transactions the following error message appears: 'File could not be written to cache'. I cannot write my transactions to disc. What should I do?

This problem can occur using Microsoft Internet Explorer 5 and 5.5 Service Pack 1. You can download an update from the Microsoft site to solve the problem. You should upgrade your browser to version 6.x, 5.5 Service Pack 2 or 5.0 Service Pack 2. In Microsoft Internet Explorer click 'tools/extra' and then 'windows update'. Download and install the relevant update.

E-dentifier error messages and FAQ

What is the difference between the e.dentifier and the e.dentifier2?

e.dentifier

The e.dentifier comes in two versions. Most customers use the light green device. The dark green device is used by business clients and is also called the 'calculator'. The e.dentifier has a small display and it only accepts and displays digits. The e.dentifier will be replaced by the e.dentifier2 in the near future.

e.dentifier2

The e.dentifier2 has a large display and accepts both digits and letters. The e.dentifier2 has two operating modes: connected or unconnected.
With an unconnected e.dentifier2 you can use our digital services wherever you want. With the e.dentifier2 connected to your PC by the USB cable, things are even easier. To log on all you have to do is enter a PIN, combined with a check of your account and card number. Linked use requires one-off installation of software.

The e.dentifier displays the message CARD ERROR. Now what?

It could be that you have not inserted your bankcard in the e.dentifier correctly. Perhaps the slot is dirty. Blowing it clean sometimes helps. You could also try to clean the chip on your card (the 'golden' triangle) carefully with a dry cloth. If that does not work your card is probably damaged, in which case you can request a new one. This can be done in person at an ABN AMRO bankshop. When you come to the bank/bankshop to activate your new bankcard after receipt, you can hand in your old one. It will take approx. 1 week for your new bankcard to arrive. If you want to be able to continue using your old card in this period, e.g. for cash withdrawals, say so when ordering the new one.

The e.dentifier displays the message BATTERY WARNING. Now what?

BATTERY WARNING indicates that the battery is nearly empty. If you type C or OK the message CONTACT BANK will appear. Type C or OK again to continue. You can request a new e.dentifier free of charge *****. You can return the e.dentifier with the empty battery postage free to:

ABN AMRO Bank N.V.
PAC code AT 0005
Antwoordnummer 2523
1000 PA Amsterdam

How can I order an extra e.dentifier?

You can order an extra e.dentifier on-line *****. Transfer EUR 14.95 (incl. VAT) to account number 58.74.43.197, in the name of ABN AMRO Inzake e.d., in Nijmegen, specifying 'e.dentifier order' and your name, address and ABN AMRO account number. You will receive the e.dentifier as soon as possible.

I have typed in an incorrect PIN code into my e.dentifier three times consecutively. My card has been blocked. Now what?

You can no longer log on to ABN AMRO Internet Banking or load your Chipknip. You can still use your bankcard to withdraw cash from a cash dispenser, make debit card payments using your PIN code and pay with your Chipknip. You can have the block on your bankcard lifted at any branch of ABN AMRO.

My e.dentifier is broken. Now what?

- You can order a new e.dentifier. Return your old e.dentifier free of charge (in an unstamped envelope) to:

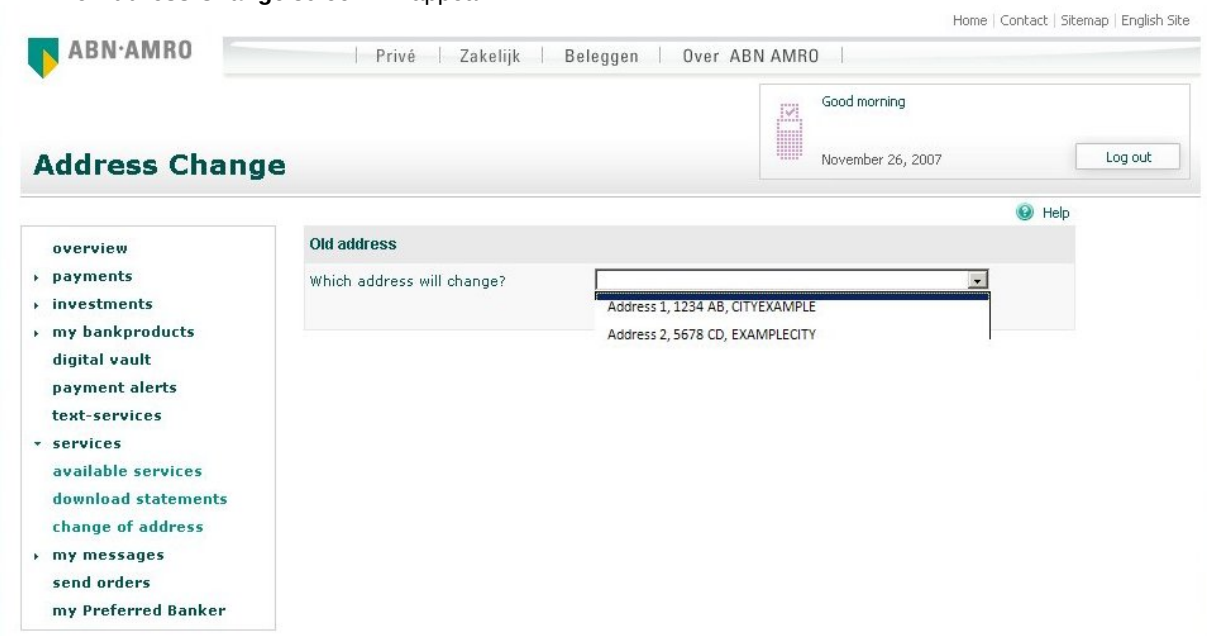
ABN AMRO Bank N.V.
PAC code AT 0005
Antwoordnummer 2523
1000 PA Amsterdam

* **Order your e-dentifier on-line via:**
https://www.abnamro.nl/nl/particulier/bankieren/internet_bankieren/f_aanvragenedentifier.html [in dutch]

Change Address (step 1 selecting an address)

Change of address via Internet Banking
Notifying your bank of your new address is simple with the ABN AMRO Internet Banking address change service.

- Choose **services ➔ change of address** from the menu at the left of the screen.
  The **Address Change** screen will appear:



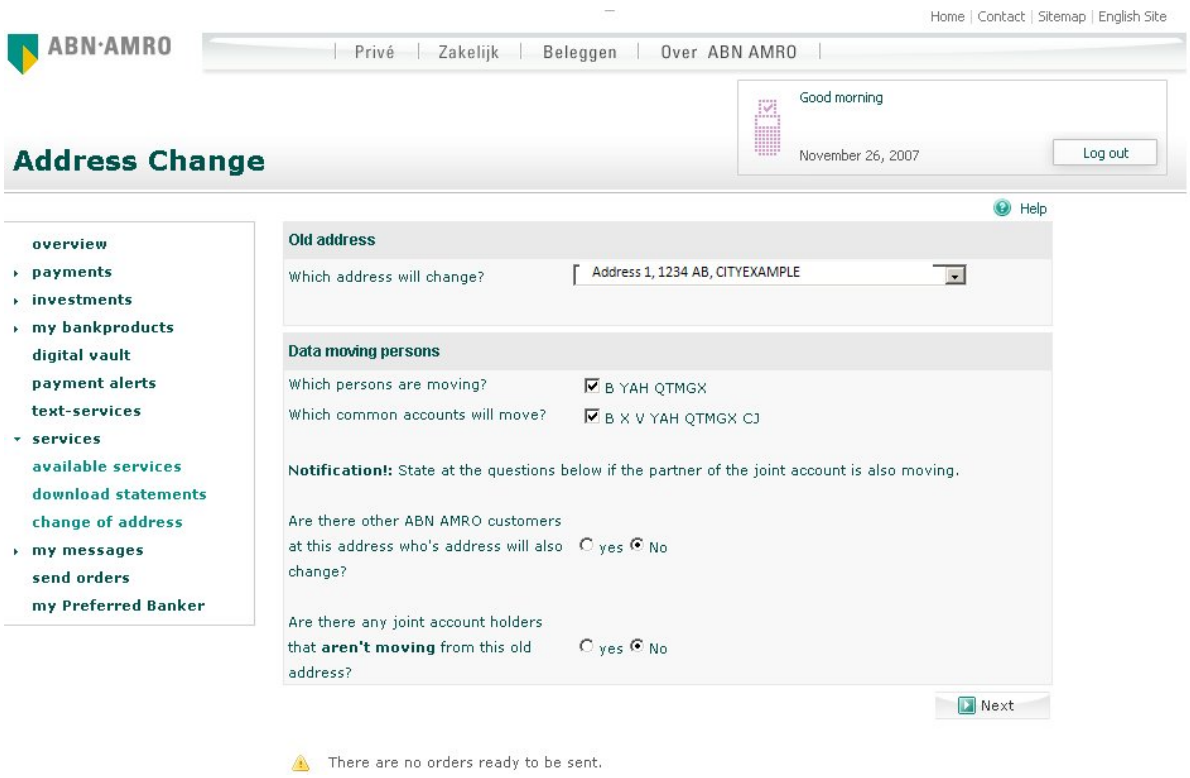
about this screen

The first screen of the address change service displays details of the current (old) address and the persons involved in the change of address. This is done using the information available in the bank's administration system. Since it is possible that you are acting as parent of a minor and / or as legal representative of others, the information retrieved could relate to different persons and / or joint accounts.

Old address

The current residential address is displayed. If the requestor is authorised to change the address of more than one person and / or of joint accounts, a list of existing residential addresses may be displayed, from which a selection should then be made. The residential address displayed / selected is the address from which the person(s) concerned plan(s) to move.

- Select the relevant old address.
  The **Address Change** screen will be updated as follows (see next page):



Data moving persons

On the basis of the address in the “Old address” section, a list is generated of persons and / or joint accounts sharing the same residential address and with a relation known to the bank (e.g. parent of a minor). Check boxes next to each name can be used to indicate whether a person is (selected) or is not (not selected) also changing address. At least one check box must have been selected.

Notification!

Are there any other people moving?
The list displayed may be incomplete and you might wish to include additional persons in the address change. By selecting “yes” at the appropriate question you can enter one or more (max. 9) additional persons to whom the address change should apply. Note: these people must all be ABN AMRO customers and have the same old residential address. If they have a different current address, separate address change requests must be created. If the address change relates to a joint account, please specify all co-holders (either here or at the next question).

- Click **yes** or **no**.

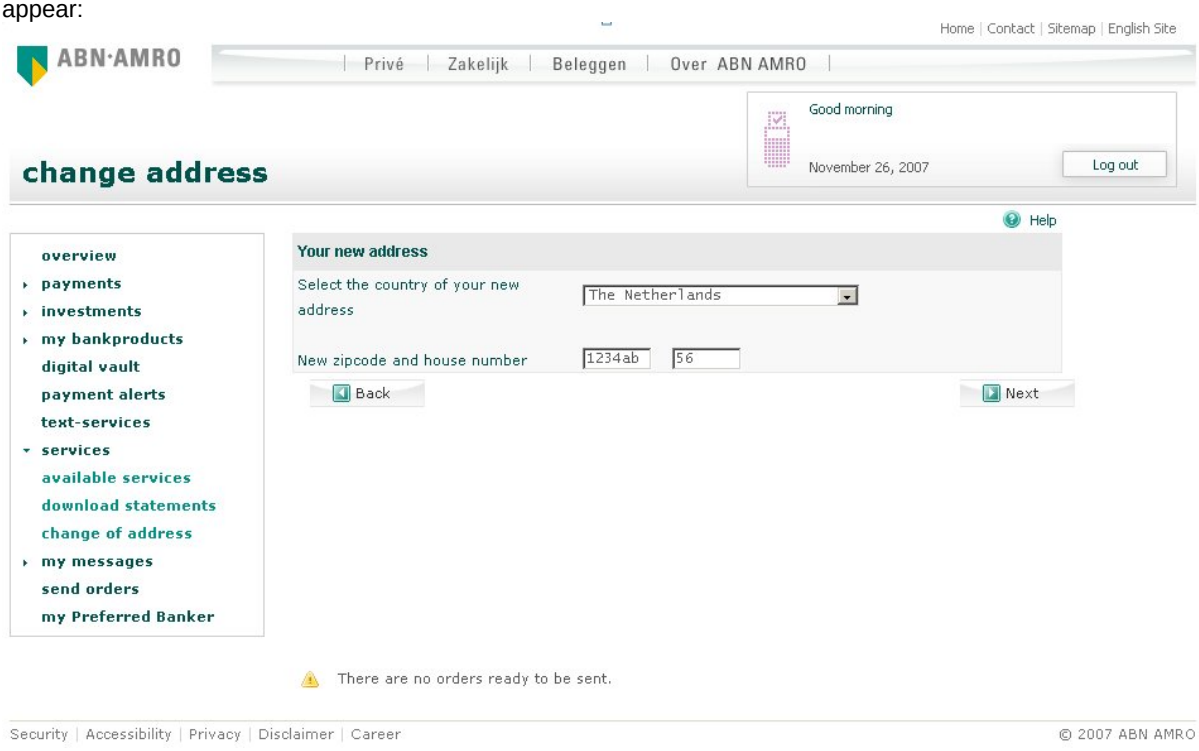
Are there any other people NOT moving?
If a joint account has been selected from the list, it is possible that the address change request does not relate to the co-holder(s) of that account (e.g. they are staying at the old address, moving to a different new address, do not currently share the same old address etc.). In such cases, the co-holders should be specified at the question on non-moving co-holders. Even if they are not included in the address change themselves, they will be required to co-sign the address change request to allow the address of the joint account to be changed. If no joint account is involved in the address change, the question on non-movers will not be displayed. If the co-holders are moving to the same new address, please specify them at the question on other people moving.

- Click **yes** or **no**.

- Click **Next** to continue with the address change.

Change Address (step 2 New address)

After you have clicked **Next** in the 'old address' selection screen, the second screen **Change Address** will appear:



The second screen of the Internet Banking address change service relates to the new address details. The most important part is the new residential address. It is also possibly to change the postal address and / or fixed private telephone number.

Your new address

To enter the new residential address, first enter the postal code and house number of the new address.

A residential address cannot be a P.O. Box.

If you are sure the information entered is correct, you can use the check box to enable you to enter the full new address manually.

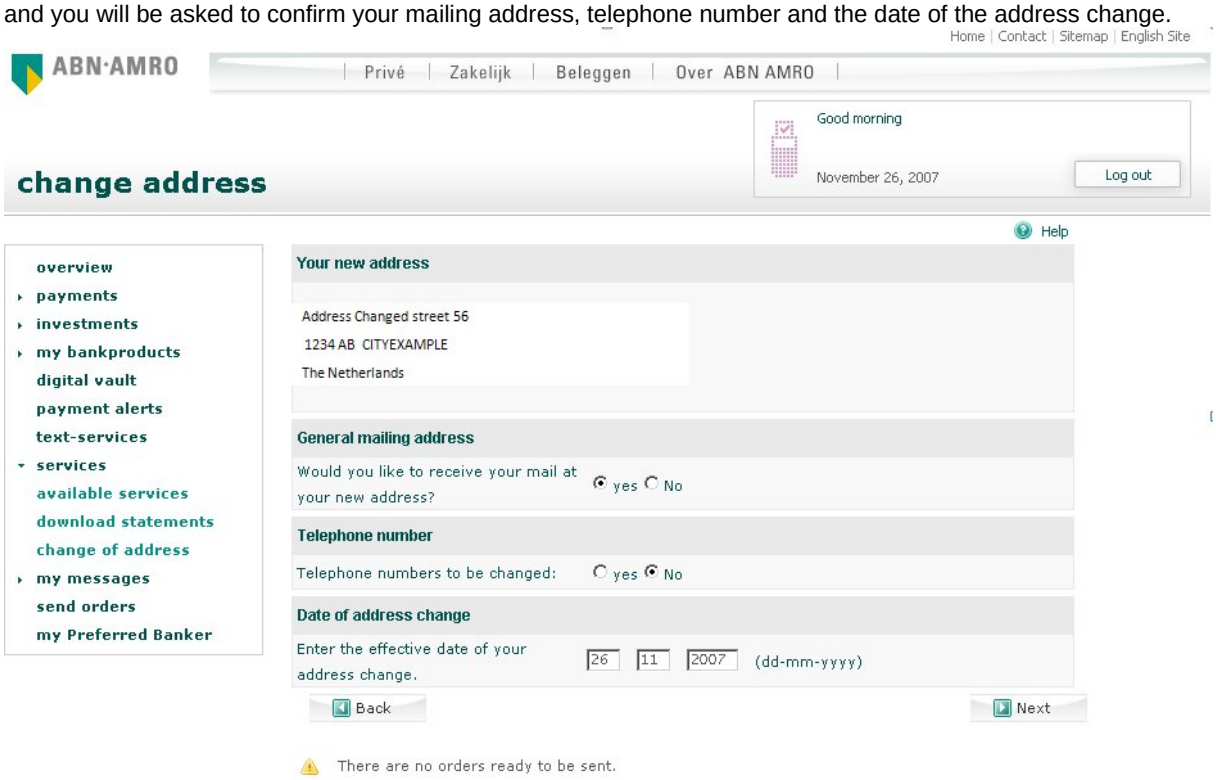
A similar option is offered if the new address is designated as being located outside the Netherlands.

- Click **Next** to retrieve and display the full address.

If no matching address can be retrieved, the service will display a message requesting that the information provided be corrected.

Change Address (step 3 Post address, telephone number and effective date)

After clicking **Next** in the **Change Address** screen (step New address) the screen will display the address details and you will be asked to confirm your mailing address, telephone number and the date of the address change.



General mailing address

If your preferred postal address is different to your residential address, you can indicate this by answering the relevant question (click **No**). The newly entered postal address will apply to all people to whom the address change applies.

Product-specific postal addresses cannot be entered through this service

Telephone number

If a fixed private telephone number is known to ABN AMRO, you can also use this service to change this number if required. The change entered in this section will apply to all persons included in the address change request and whose fixed private telephone number is registered with the bank.

Changes of any other telephone numbers (e.g. mobile) are not supported by this service.

Depending on the information registered, it could be possible that this question is not asked at all.

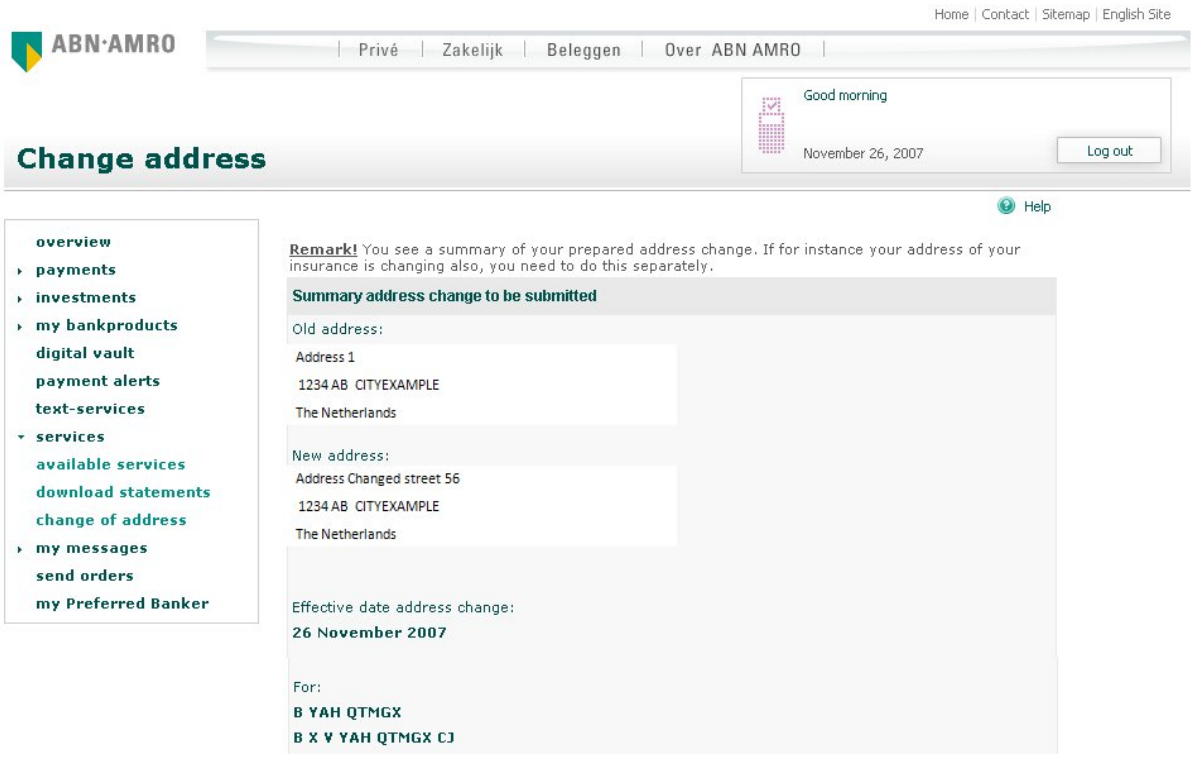
Effective date

In this section you can enter the date on which the address change should become effective. This date cannot be before today's date and no more than three months (90 days) into the future. By default the date of today (change effective immediately) is entered.

- Click **Next** when you have completed this page. The information provided on this page will be validated. If the information entered is found to be incorrect, a warning will be given and the service will not proceed to the next page (step 4 Summary Address Change Request).

Change Address (Step 4 Summary Address Change Request)

The fourth part of the service displays a summary of the address change request. Please check the change request carefully.



Remark!
At the top of the summary page a warning is displyed. The address will be changed in the central administration of the bank and become available to all services. It is possible, however, that the address is part of a contract, your mortgage or house insurance, for example. In the case of insurance, the address is the risk address and therefore part of the contract. Consequently if the risk address changes, the contract must be revised. This must be done separately through your insurance agent / local office .

- If you need to make any changes, click the **Back** option at bottom left to return to the previous screen.

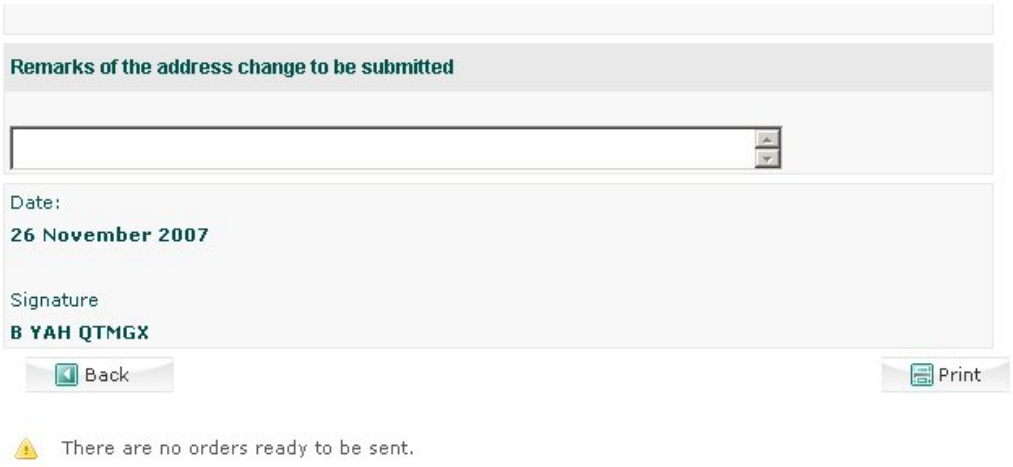
Online signing or Offline signing
Depending on you electronic banking contract you are allowed to confirm the address change online with the e-dentifier. If you are not allowed to sign the address change online, you will have to download, print, sign and send a hard copy of the address change to the bank.

Conditions for online signing:

- Persons of age can sign online;
- Only one signature is required for a change (a joint account requires to signatures; so online signing is not possible at this moment);
- The parent of a minor present in the minors access contract of internet banking.

- In case of online signing the **Send Message** button is avialable at the bottom of the summary screen. You click this button if the change request data is correct (continue on page 16).

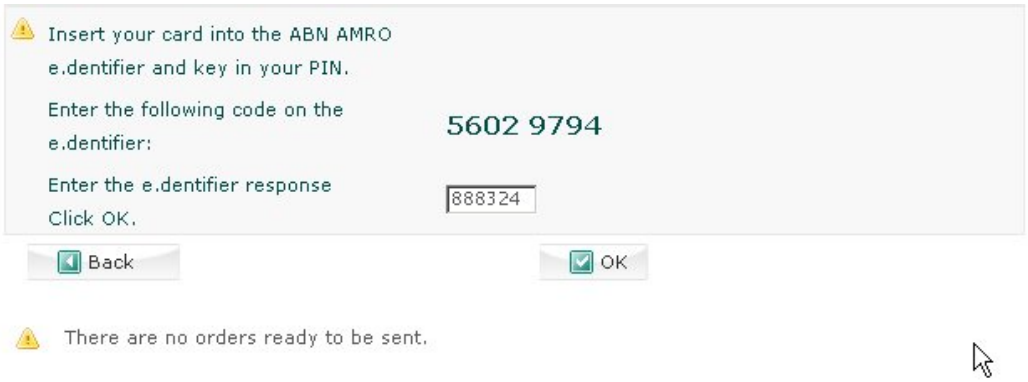
Offline signing
Note that in case of an offline address change some remarks can be entered before you continue with the offline signing process.



- In case of offline signing the **Print** button is available at the bottom of the screen. You click this button if the change request data is correct (continue on page 17).

Online signing address change (continued)

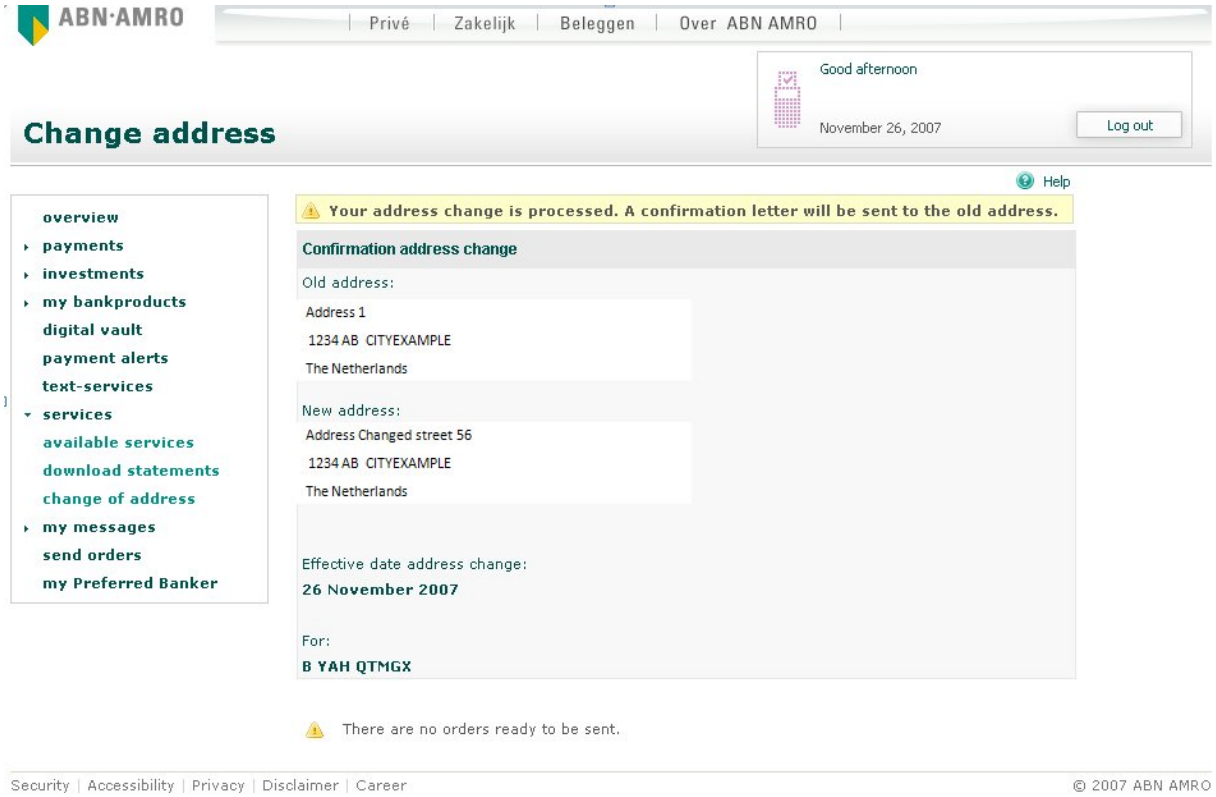
The screen for signing online is the summary screen with an online signature request:


Insert your card into the ABN AMRO e.dentifier and key in your PIN.
Enter the following code on the e.dentifier:
5602 9794
Enter the e.dentifier response Click OK.
888324
Back
OK
There are no orders ready to be sent.

For security reasons the address change request must be signed electronically when submitting it online. This process is the same as an electronic signature used for online transactions.

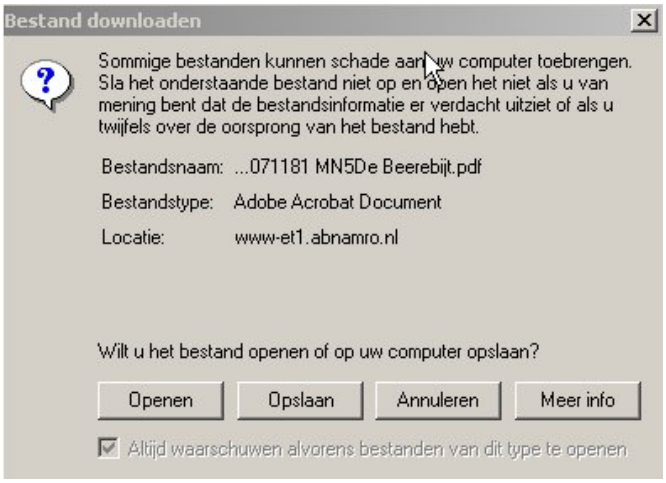
For security reasons you must use the same card for signing as you used to log on to Internet Banking.

As soon as the address change had been signed electronically, it will be processed. Once this processing has been completed without failure, the current summary of the change request will be shown as a confirmation of the change. This could be printed. In addition to this online confirmation, a confirmation letter will be sent to each person whose address has been changed. This confirmation letter will be sent to the old address.



Offline signing address change (continued)

After you clicked the Print button in the Summary screen the following popup appears:


Bestand downloaden
Sommige bestanden kunnen schade aan uw computer toebrengen. Sla het onderstaande bestand niet op en open het niet als u van mening bent dat de bestandsinformatie er verdacht uitziet of als u twijfels over de oorsprong van het bestand hebt.
Bestandsnaam: ...071181 MN5De Beerebijt.pdf
Bestandstype: Adobe Acrobat Document
Locatie: www-et1.abnamro.nl
Wilt u het bestand openen of op uw computer opslaan?
Openen
Opslaan
Annuleren
Meer info
Altijd waarschuwen alvorens bestanden van dit type te openen

- You can eighter save or open the form to print your address change and send the form free of charge to ABN AMRO Bank N.V.

See below an example of the form:

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73753807

After signing this form, it can be send to the below address (within the Netherlands, no stamp required):

ABN AMRO Bank N.V.
F&S Verhuisservice, PAC SK0000
Antwoordnummer 5149
3000 VB Rotterdam

With this letter I want to inform you of a change in residence of the below old address:

Address 1
1234 AB CITYEXAMPLE
The Netherlands

New residence will be:
Address Changed street 56
1234 AB CITYEXAMPLE
The Netherlands

This change should become effective as of :
26-11-2007

The change applies to:
The following people :
B YAH QTMGX
B X V YAH QTMGX CJ

Signature:

Date:

Name : B YAH QTMGX
Signature: